Student Record Proxy Access FAQ

These instructions are for the new service going live in mid-March 2021.

- How do I log into the student record proxy service?
- My email is changing. How can I update my proxy credentials to match?
- What are the specifications for setting a PIN?
- Will my PIN ever expire?
- I'm no longer able to see the FERPA-protected information in my proxy account, OR I can no longer view my student's records?
- How can I see which categories I have access to?
- I have two students at Lehigh. Can I see both of their records?

How do I log into the student record proxy service?

Go to go.lehigh.edu/proxy9prod (Self-Service 9) and log in with your personal email and PIN.

Soon to be obsolete - Go to go.lehigh.edu/proxyaccess (Self-Service 8) and log in with your personal email and PIN.

My email is changing. How can I update my proxy credentials to match?

Your student can delete your current proxy account and create and create a new one using your new email.

What are the specifications for setting a PIN?

The PIN is six characters which can be letters, special characters, and/or numbers, and is case sensitive.

Will my PIN ever expire?

Yes, your PIN will expire in 1 year. When your PIN expires, the next time you sign in you will be presented with the same screen as when you created your account. After you enter your old PIN and choose a new one you will be taken to your account.

I'm no longer able to see the FERPA-protected information in my proxy account, OR I can no longer view my student's records?

Check with your student to see if they may have changed your permissions.

How can I see which categories I have access to?

Each of your student's pages in the proxy access site will list all of the authorizations you have been granted. Your student can also have the proxy system generate an email sent to you that contains this information.

I'm unable to log in with my credentials. What should I do?

You have several options:

OPTION 1

A. Go to go.lehigh.edu/proxyaccess. Enter your email address and select "forgot PIN." When you click Forgot Pin an email will be sent to help you reset your password.

B. Check your inbox. You will see a message similar to this:
C. Note the new temporary PIN in the body of the message, in bold (x’ed out here).

D. Click the link – enter your email and the PIN from this email, then set a new PIN.

OPTION 2:

Your student can go into Banner (via connect.lehigh.edu) and reset your PIN. Here is a screen shot of the PIN reset option:

I have two students at Lehigh. Can I see both of their records?

Yes. Each student can authorize you at the same email address, and you will be able to view the information shared by each of your students. You will see a separate tab for each student.